

## End-of-Sale/End-of-Life Announcement

December 11, 2015

This notice serves as an End-of-Sale and End-of-Life announcement for the following products:

DM-STRT  
DM-STRT-HA  
DM-HN  
DM-HN-HA

### Recommended Transitions:

DM-STRTH  
DM-STRTH-HA  
DM-HNH  
DM-HNH-HA

### Milestone Dates:

**EOS Announcement:** 12/31/2015  
**EOS (End-of-Sale):** 02/28/2016  
**EOL (End-of-Life):** 02/28/2021

**EOS Announcement (End of Sale Announcement)** - This is the date DataDirect Networks announces it intends to discontinue sales of a product. Customers may order the designated product until the End of Sale (EOS) date.

**EOS (End of Sale)** - This is the last date a customer may order a product for which an EOS Announcement has been made. After this date, DataDirect Networks order management will no longer accept orders. Orders placed before the EOS date can be designated for delivery no more than 3 months after the EOS date.

**EOL (End of Life)** - This is the last date DataDirect Networks will provide hardware/software support and RMA processing on the product. When possible, the EOL date will be at least 3 years after the EOS date.

### Questions

Questions or concerns should be forwarded to [Team-Product.Management@ddn.com](mailto:Team-Product.Management@ddn.com)

### End-of-Life Policy

1. DataDirect Networks may place any product into the End of Life (EOL) process via an End-of-Sale Announcement. The EOS Announcement, EOS, and EOL dates will be stated at that time. EOL will typically happen no sooner than 2 years after the first GA availability of the product.
2. Customers may order product until the End of Sale date. When possible, the EOS date will be at least 3 months after the EOS Announcement date.
3. When possible, the EOL date will be at least 5 years from the EOS date. All application features supported on product at the time of the EOS announcement will continue to be supported with bug fixes until the EOL.
4. DataDirect Networks will continue to sell maintenance options on products in the EOL process until the EOL date. When applicable, charges will be pro-rated so that maintenance ends on the EOL date.

5. At its discretion, DataDirect Networks may provide a warranty option for RMA service after EOL.
6. DataDirect Networks will support the current software release and (unless the current release is a mandatory release) the previous minor release. Software fixes will be provided only in the latest release.
7. DataDirect Networks is under no obligation to provide future software releases for EOL products.